VERITAS vLicense User Manual

May 2002

A Guide to http://vlicense.veritas.com

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1 Getting Started

1.1 What is vLicense?

vLicense is an application that you access via the Internet to generate and manage license keys for node-locked VERITAS products.

Node-locked products require a unique key that is associated with the specific machine on which you have the product installed. VERITAS products that are not node-locked ship with a key and do not require additional assistance with licensing.

1.2 What you need to create a vLicense account

After a sale, VERITAS issues a **License Key Request Form** (LKRF). The LKRF contains all the information required for creating a login to the vLicense application.

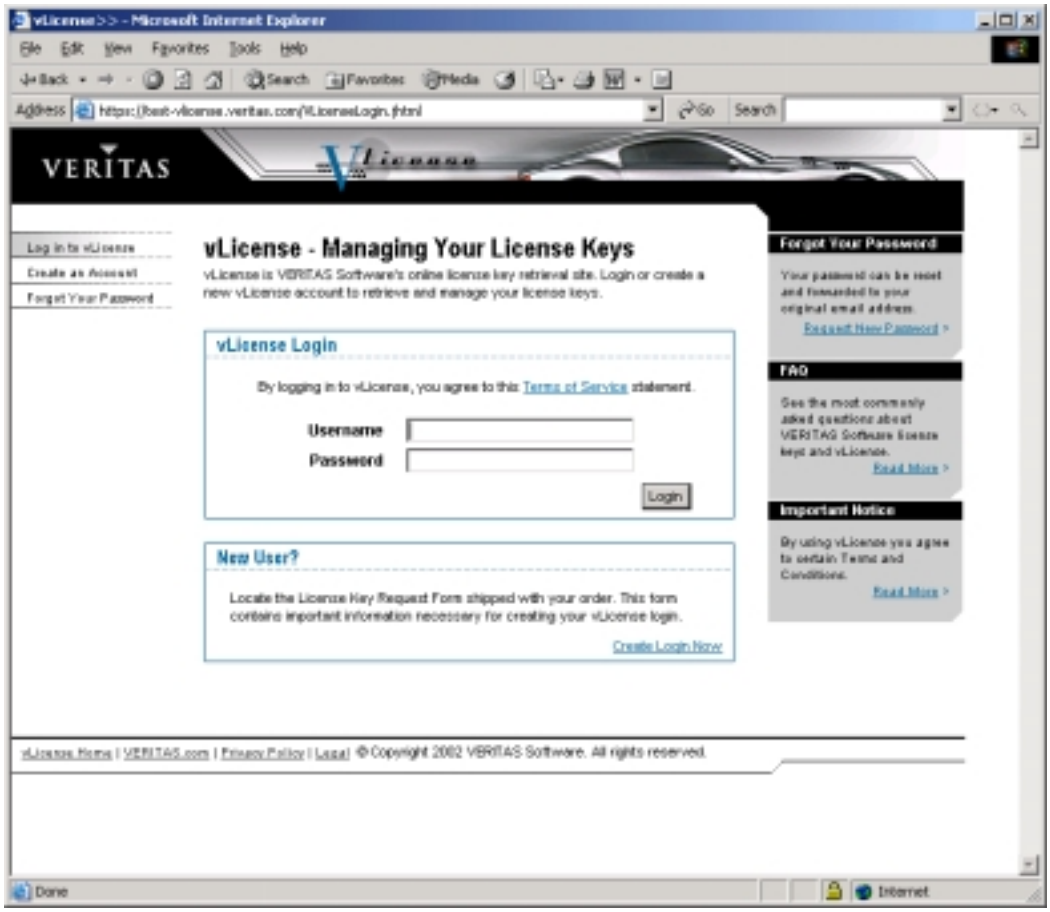
To access and use the vLicense application at vlicense.veritas.com, you must have a web browser with 56-bit encryption. Netscape 4.7 and above and Microsoft Internet Explorer 5.0 and above both have 56-bit versions. To find out the encryption level on either of those browsers choose “Help” from the browser menu and then choose “About.”

2 Creating a vLicense Login

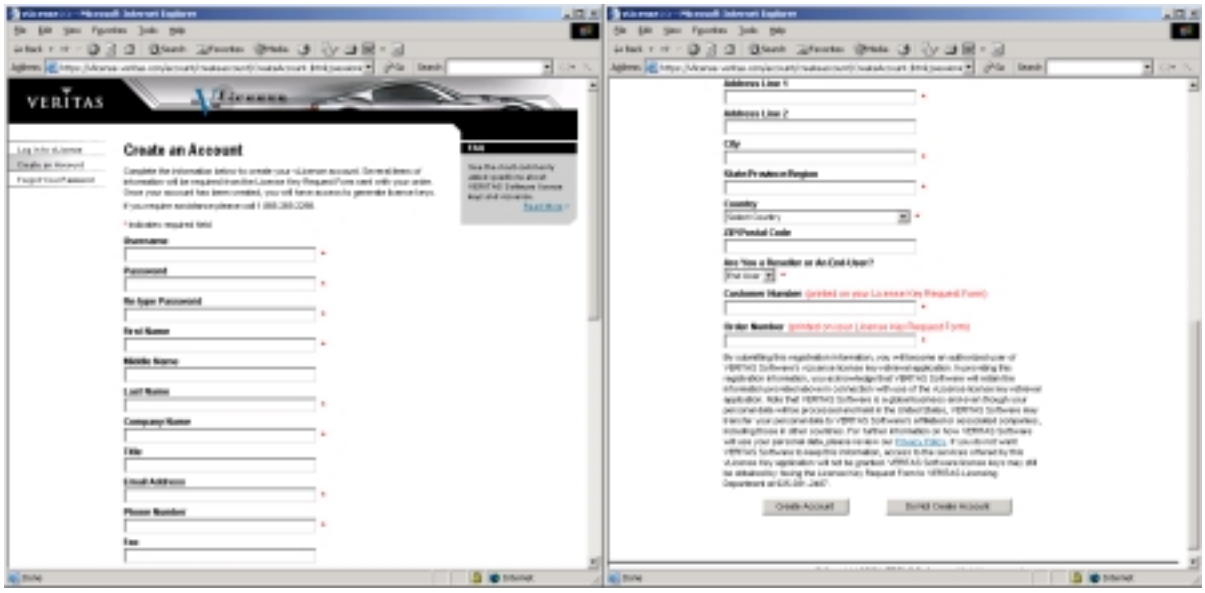
2.1 Accessing vLicense for the First Time

a. Point your web browser to http://vlicense.veritas.com (figure 1)
b. If you are a first-time user, choose **Create Login Now.**
c. This will take you to the **login account creation** screen. (figure 2)

2.2 Figure 1 –vLicense Login Screen


VERITAS
vLicense - Managing Your License Keys
vLicense is VERITAS Software's online license key retrieval site. Login or create a new vLicense account to retrieve and manage your license keys.
vLicense Login
By logging in to vLicense, you agree to this Terms of Service statement.
Username
Password
Login
New User?
Locate the License Key Request Form shipped with your order. This form contains important information necessary for creating your vLicense login.
Create Login Now
Forgot Your Password
FAQ
Important Notice
Done
Internet

2.3 Figure 2 - Account Creation Screen

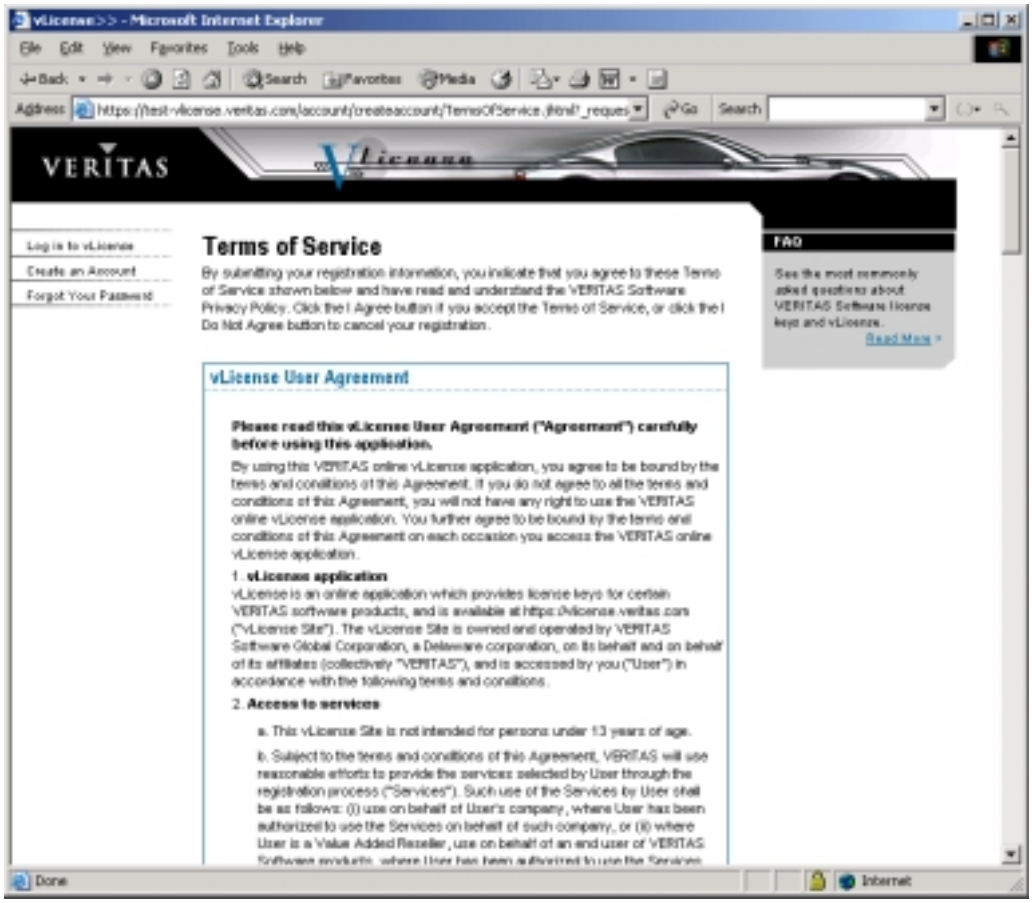


2.4 Creating an Account

a. Fill out the form on the **account creation** screen (figure 2). A red asterisk (*) indicates information that is required.
   - **User names** must be at least four and no more than 12 characters that are numbers or letters. You may also use spaces. User names are case-sensitive.
   - **Passwords** must be at least four characters that are letters or numbers. Spaces are not permitted. Passwords are case-sensitive.
   - **Customer Number** and **Order Number** are found on your **License Key Request Form**
   - The **email address** you enter when you create your account will be used for all vLicense correspondence, including email delivery of license keys, customer service issues and general communication.

b. Review the privacy statement at the bottom of the form. It explains the fair use of their contact information.
c. Click **Create Account.**
d. Review the **vLicense Terms & Conditions** screen (figure 3).
e. You must click **I Agree** before you can complete the creation of an account.
f. A confirmation screen displays your new login information (figure 4).
g. You are now logged in.
h. Click **vLicense Home** to go to the main vLicense menu (figure 5).

2.5 Figure 3 – Terms & Conditions


vLicense >> - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://test-vlicense.veritas.com/account/createaccount/TermsOfService.jhtml?_reques
Go Search
VERITAS
Log in to vLicense
Create an Account
Forgot Your Password
Terms of Service
By submitting your registration information, you indicate that you agree to these Terms of Service shown below and have read and understand the VERITAS Software Privacy Policy. Click the I Agree button if you accept the Terms of Service, or click the I Do Not Agree button to cancel your registration.
FAQ
See the most commonly asked questions about VERITAS Software license keys and vLicense.
Read More >
vLicense User Agreement
Please read this vLicense User Agreement ("Agreement") carefully before using this application.
By using this VERITAS online vLicense application, you agree to be bound by the terms and conditions of this Agreement. If you do not agree to all the terms and conditions of this Agreement, you will not have any right to use the VERITAS online vLicense application. You further agree to be bound by the terms and conditions of this Agreement on each occasion you access the VERITAS online vLicense application.
1. vLicense application
vLicense is an online application which provides license keys for certain VERITAS software products, and is available at https://vlicense.veritas.com ("vLicense Site"). The vLicense Site is owned and operated by VERITAS Software Global Corporation, a Delaware corporation, on its behalf and on behalf of its affiliates (collectively "VERITAS"), and is accessed by you ("User") in accordance with the following terms and conditions.
2. Access to services
a. This vLicense Site is not intended for persons under 13 years of age.
b. Subject to the terms and conditions of this Agreement, VERITAS will use reasonable efforts to provide the services selected by User through the registration process ("Services"). Such use of the Services by User shall be as follows: (i) use on behalf of User's company, where User has been authorized to use the Services on behalf of such company, or (ii) where User is a Value Added Reseller, use on behalf of an end user of VERITAS
Done
Internet

2.6 Figure 4 – Login Account Creation Confirmation

2.7 Figure 5 – vLicense Main Menu

3 vLicense Main Menu

Choose from these options from the main vLicense Menu (figure 5):

3.1 Generate License

Choose this to create and display licenses keys (section 4)

3.2 Email License Key

Choose this to re-issue existing license keys (section 5)

3.3 License Catalog

Choose this to see all license keys you have created with your vLicense account (section 6)

3.4 Request Host ID Change

Choose this to move software from one specific system to another (section 7)

3.5 Share Licenses

Choose this to display license key information to a colleague or co-worker (section 8)

3.6 Customer Service

Choose this for assistance from the vLicense Help Team (section 9)

3.7 Manage Your Account

Choose this to make changes to your vLicense login information

3.8 Frequently Asked Questions

Choose this for answers to common questions about using vLicense

4 Generating A License Key

4.1 Before You Begin

The **License Key Request Form** contains the information you need to create, display and distribute the license keys for node-locked products.

- Customer Number
- Order Number
- Software Serial Number

You should also have the following information available:

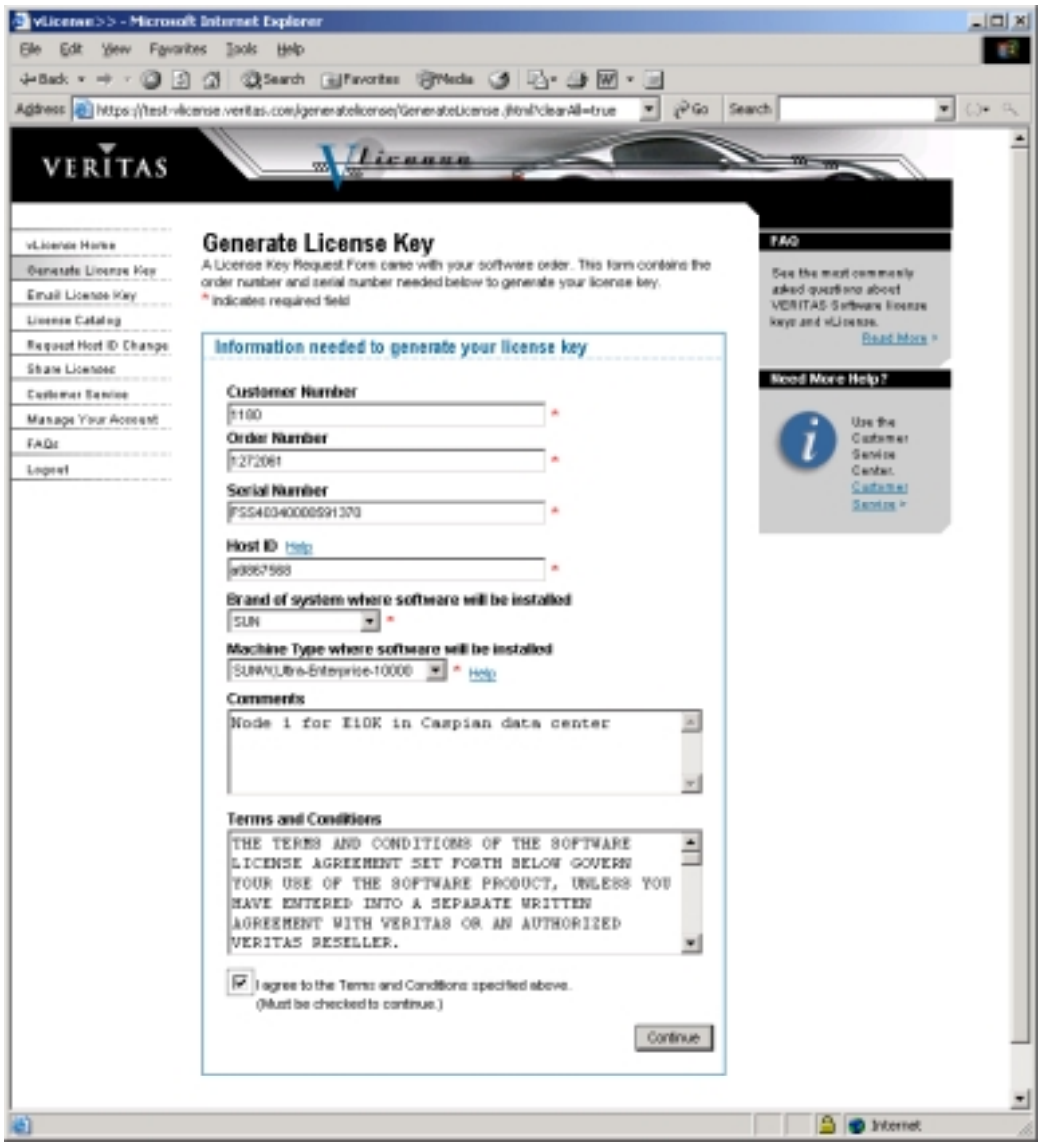
- System Manufacturer
- System Model or Platform
  - If you are a Solaris platform user, access your system prompt and type “uname –i.”
  - If you are an HP-UX user, access your system prompt and type “model.”
- System Host ID
  - If you are a Solaris platform user, access your system prompt and type “sysdef –h.”
  - If you are an HP-UX system user, access your system prompt and type “uname –i.”

4.2 Step-by Step to a License Key

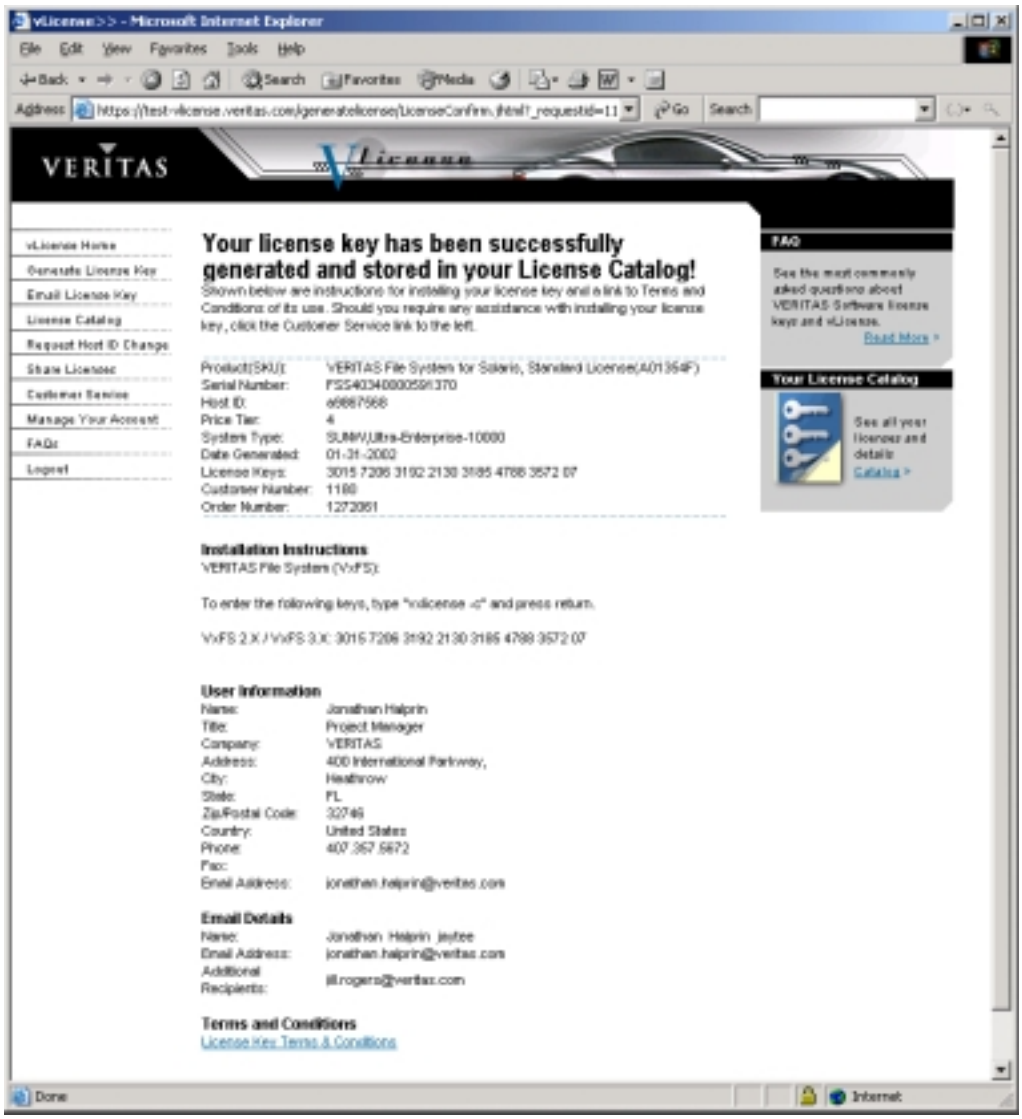
a. On the **Generate License** screen (figure 6) enter:
   - Customer Number (found on the LKRF)
   - Order Number (also found on the LKRF)
   - Serial Number (also found on the LKRF)
   - Brand Of System where software will be installed
   - Machine Type where software will be installed
   - Comments
     User comments are recorded and saved with the license key history. Some vLicense accounts use comments note their internal Cost Center codes or other relevant information.

b. You must agree to the License Key Terms & Conditions before you can continue.
c. Click the box below the Terms & Conditions to indicate your agreement, then click **Continue**.
d. You will see a **Confirmation** screen (figure 7) showing all relevant license key information, including the primary license key, license keys for any additional bundled software integrated with the primary software and license key installation instructions.
e. You will also receive a confirmation of the license key generation by email. (figure 8)

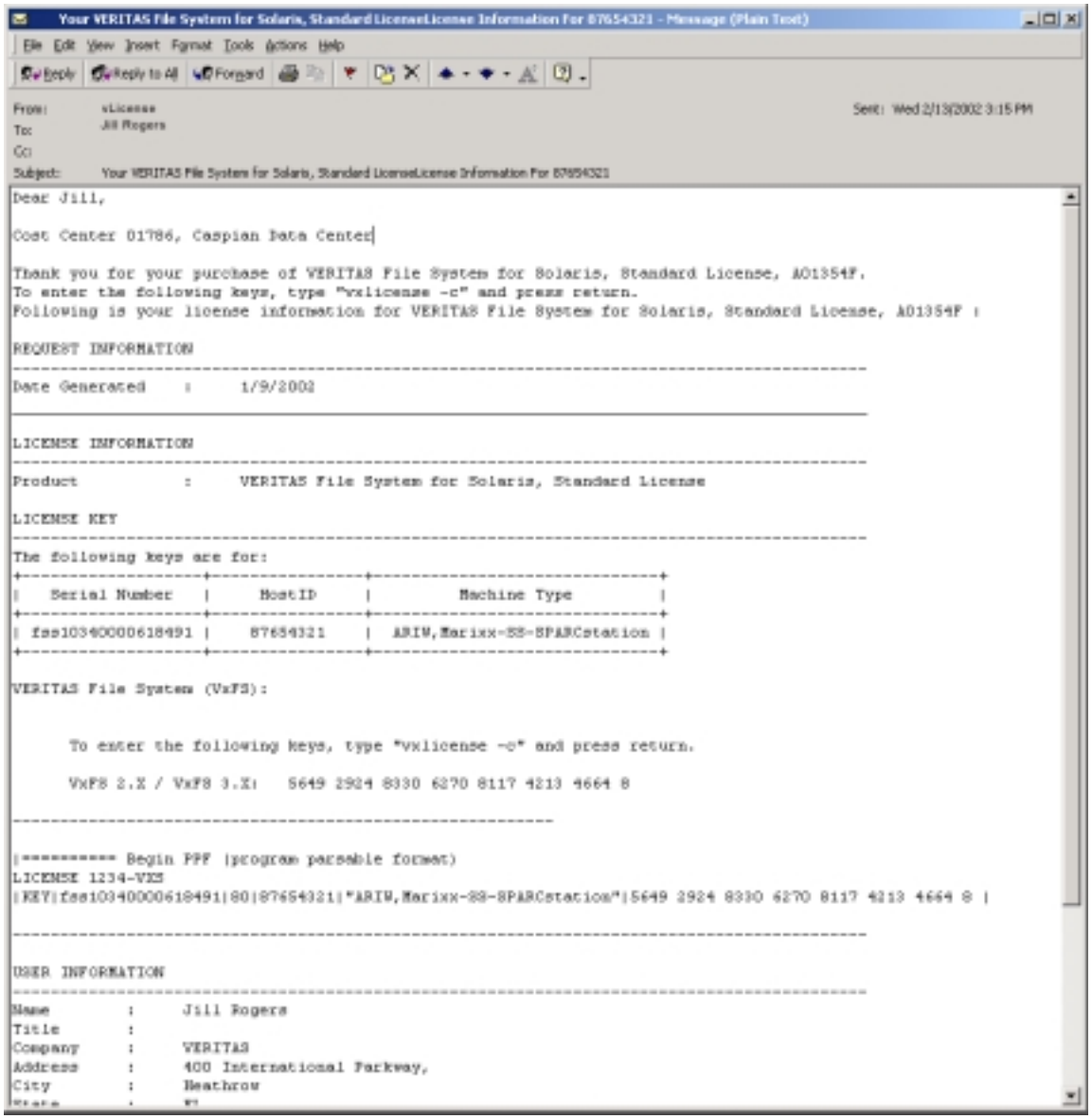
4.3 Figure 6 – Generate A License Key


vLicense>> - Microsoft Internet Explorer
VERITAS
vLicense Home
Generate License Key
Email License Key
License Catalog
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Generate License Key
A License Key Request Form came with your software order. This form contains the order number and serial number needed below to generate your license key.
* indicates required field
Information needed to generate your license key
Customer Number
3100
Order Number
1272081
Serial Number
FSS4034000991370
Host ID Help
Brand of system where software will be installed
SUN
Machine Type where software will be installed
SUNW,Ultra-Enterprise-10000 Help
Comments
Node 1 for EIOK in Caspian data center
Terms and Conditions
THE TERMS AND CONDITIONS OF THE SOFTWARE LICENSE AGREEMENT SET FORTH BELOW GOVERN YOUR USE OF THE SOFTWARE PRODUCT, UNLESS YOU HAVE ENTERED INTO A SEPARATE WRITTEN AGREEMENT WITH VERITAS OR AN AUTHORIZED VERITAS RESELLER.
I agree to the Terms and Conditions specified above.
(Must be checked to continue.)
Continue
FAQ
Need More Help?
Use the Customer Service Center.
Customer Service >
Internet

4.4 Figure 7 – License Key Confirmation


vLicense >> - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://test-vlicense.veritas.com/jgeneratelicense/LicenseConfirm.jhtml?_requestid=11
Go Search
VERITAS
vLicense
vLicense Home
Generate License Key
Email License Key
License Catalog
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Your license key has been successfully generated and stored in your License Catalog!
Shown below are instructions for installing your license key and a link to Terms and Conditions of its use. Should you require any assistance with installing your license key, click the Customer Service link to the left.
Product(SKU): VERITAS File System for Solaris, Standard License(A01364F)
Serial Number: FSS4034000059I370
Host ID: 66867568
Price Tier: 4
System Type: SUNW,Ultra-Enterprise-10000
Date Generated: 01-31-2002
License Keys: 3015 7206 3192 2130 3185 4788 3572 07
Customer Number: 1180
Order Number: 1272051
FAQ
See the most commonly asked questions about VERITAS Software license keys and vLicense.
Read More >
Your License Catalog
See all your licenses and details
Catalog >
Installation Instructions
VERITAS File System (VxFS):
To enter the following keys, type "vxlicense -c" and press return.
VxFS 2.X / VxFS 3.X: 3015 7206 3192 2130 3185 4788 3572 07
User Information
Name: Jonathan Halprin
Title: Project Manager
Company: VERITAS
Address: 400 International Parkway,
City: Heathrow
State: FL
Zip/Postal Code: 32746
Country: United States
Phone: 407 357 5672
Fax:
Email Address: jonathan.halprin@veritas.com
Email Details
Name: Jonathan Halprin jautee
Email Address: jonathan.halprin@veritas.com
Additional Recipients: jill.rogers@veritas.com
Terms and Conditions
License Key Terms & Conditions
Done
Internet

4.5 Figure 8 – Email Confirmation of License Key Creation



Your VERITAS File System for Solaris, Standard LicenseLicense Information For 87654321 - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: vLicense
To: Jill Rogers
Cc:
Subject: Your VERITAS File System for Solaris, Standard LicenseLicense Information For 87654321

Sent: Wed 2/13/2002 3:15 PM

Dear Jill,

Cost Center 01786, Caspian Data Center

Thank you for your purchase of VERITAS File System for Solaris, Standard License, A01354F.
To enter the following keys, type "vxlicense -c" and press return.
Following is your license information for VERITAS File System for Solaris, Standard License, A01354F :

REQUEST INFORMATION

Date Generated : 1/9/2002

LICENSE INFORMATION

Product : VERITAS File System for Solaris, Standard License

LICENSE KEY

The following keys are for:

Serial Number	HostID	Machine Type
fss1034000018491	87654321	ARIW,Marinx-SS-SPARCstation

VERITAS File System (VxFS):

To enter the following keys, type "vxlicense -c" and press return.

VxFS 2.X / VxFS 3.X: 5649 2924 8330 6270 8117 4213 4664 8

|========== Begin PPF (program parsable format)
LICENSE 1234-VXS
|KEY|fss1034000018491|80|87654321|"ARIW,Marinx-SS-SPARCstation"|5649 2924 8330 6270 8117 4213 4664 8 |

USER INFORMATION

Name : Jill Rogers
Title :
Company : VERITAS
Address : 400 International Parkway,
City : Heathrow

5 Email License Key

5.1 Re-send license key email

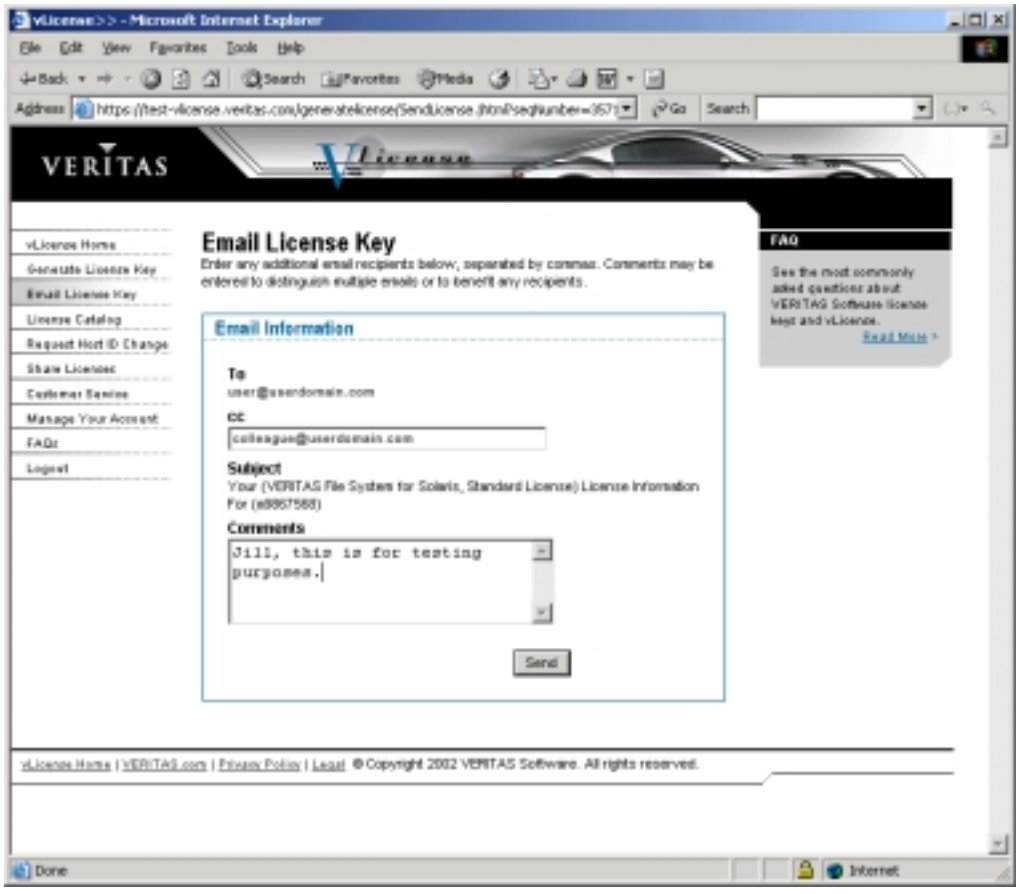
You may email the license key to your defaul email or to another vLicense user. (figure 9)

a. By default the email is re-sent to the email address for your vLicense account.
b. You may also specify another address you want to receive the email confirmation.
c. You may enter comments that will appear in the first line of the email confirmation message.
d. Click **Send**.

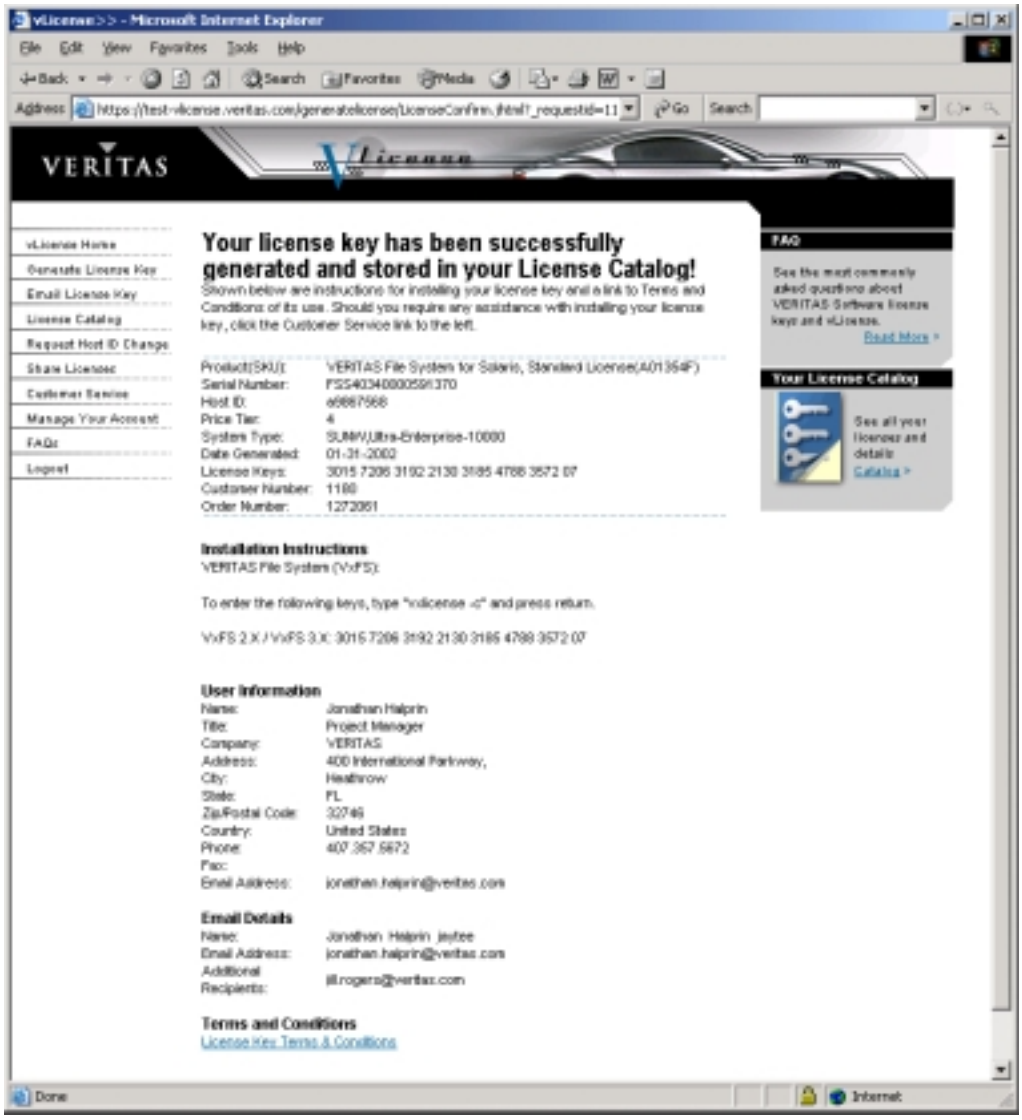
You will receive a confirmation

e. The email will be sent and you will see a **Confirmation** screen (figure 10)
f. The **Confirmation** screen includes a hyperlink to the software Terms & Conditions.

5.2 Figure 9 – Email License Key



5.3 Figure 10 – Email License Key Confirmation Screen


vLicense >> - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://test-vlicense.veritas.com/generatelicense/LicenseConfirm.jhtml?_requestid=11
Go Search
VERITAS
vLicense
vLicense Home
Generate License Key
Email License Key
License Catalog
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Your license key has been successfully generated and stored in your License Catalog!
Shown below are instructions for installing your license key and a link to Terms and Conditions of its use. Should you require any assistance with installing your license key, click the Customer Service link to the left.
Product(SKU): VERITAS File System for Solaris, Standard License(A01364F)
Serial Number: FSS4034B000591370
Host ID: 69887568
Price Tier: 4
System Type: SUNW,Ultra-Enterprise-10000
Date Generated: 01-31-2002
License Keys: 3015 7206 3192 2130 3185 4788 3572 07
Customer Number: 1180
Order Number: 1272061
Installation Instructions
VERITAS File System (VxFS):
To enter the following keys, type "vxlicense -c" and press return.
VxFS 2.X / VxFS 3.X: 3015 7206 3192 2130 3185 4788 3572 07
User Information
Name: Jonathan Halprin
Title: Project Manager
Company: VERITAS
Address: 400 International Parkway,
City: Heathrow
State: FL
Zip/Postal Code: 32746
Country: United States
Phone: 407 367 5872
Fax:
Email Address: jonathan.halprin@veritas.com
Email Details
Name: Jonathan Halprin jaytee
Email Address: jonathan.halprin@veritas.com
Additional Recipients: jill.rogers@veritas.com
Terms and Conditions
License Key Terms & Conditions
FAQ
See the most commonly asked questions about VERITAS Software license keys and vLicense.
Read More >
Your License Catalog
See all your licenses and details
Catalog >
Done
Internet

6 License Catalog

The License Catalog contains all the license keys you create using vLicense. You can search the catalog to locate keys using criteria such as date ranges or system type.

6.1 Main View of License Catalog

The Main view of the License Catalog displays your keys sorted by the dates they were created, starting with the most recent. (figure 11)

a. Click **View Details** to see all details related to that license key since its initial generation. (figure 12)
b. Use **Quick Catalog Search** to find individual licenses by Host ID, serial number, VERITAS product SKU or Customer Number.
c. Click **Advanced Search** to narrow your search criteria.

6.2 Figure 11 – License Catalog Main View

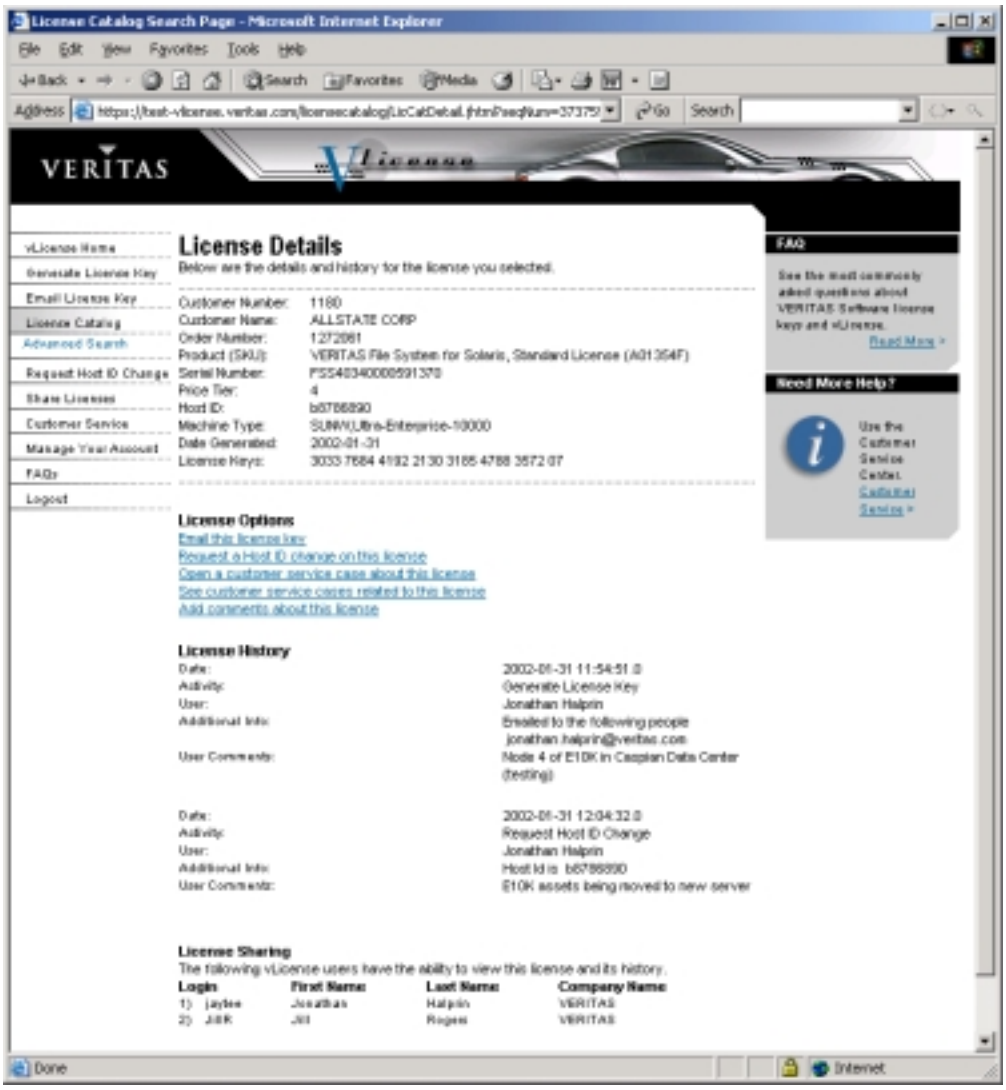
https://test-vlicense.veritas.com/licensecatalog/LicCatSearch.jhtml - Microsoft Internet Explorer
VERITAS
vLicense Home
Generate License Key
Email License Key
License Catalog
Advanced Search
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Your License Catalog
Shown below are all the license keys you have either generated or been permissioned to see. To see details for any individual license key, select "View Details" at the far right of each entry. To limit the licenses displayed, use the Quick Search feature below. To locate a specific license, select the "Go to Advanced Search" button.
Quick Catalog Search
Host ID
Serial Number
SKU
Customer Number
Search
Advanced Catalog Search
If your search results in too many licenses, use the Advanced Search to limit your results.
Go to Advanced Search
All Licenses
Viewing Licenses 1 - 4 of 4
<<First | < Previous | Next > | Last>>
Date
Product (SKU)
Host ID
Serial Number
Customer Comments
01-31-2002 AD1354F FSS40340000691370 ALLSTATE CORP View Details
01-31-2002 AD1354F FSS40340000691370 ALLSTATE CORP View Details
01-31-2002 AD1354F FSS40340000691370 ALLSTATE CORP View Details
01-31-2002 AD1354F FSS40340000691370 ALLSTATE CORP View Details
vLicense Home | VERITAS.com | Privacy Policy | Legal © Copyright 2002 VERITAS Software. All rights reserved.
Internet

6.3 License Key Detail

The License Detail page (figure 12) displays the chronological history of the license starting with the date the license key was created. It also shows other users with whom you have shared the license key information.

a. Chose **Email this license key** to re-send the email confirmation
b. Select **Request A Host ID change on this license** to modify the host to which the license key is tied (Section 7)
c. Select **Open a customer service case** to create a new help request for the vLicens support team (section 9)
d. Select **See customer service cases related to this license** to view help requests you have created.
e. Select **Add comments about this license** to include new comments in the license history that is displayed in this License Key Detail

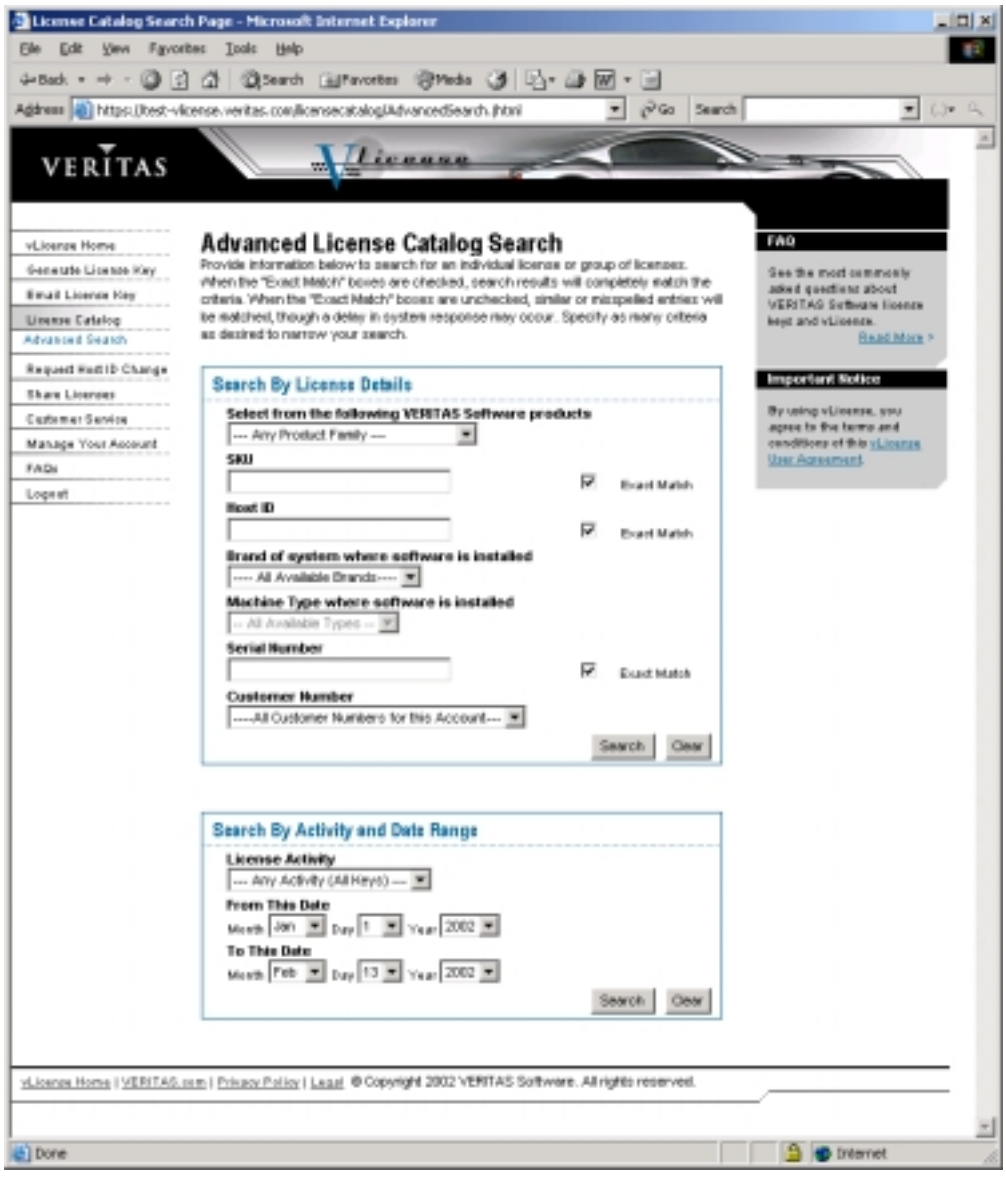
6.4 Figure 12 – License Key Detail


License Catalog Search Page - Microsoft Internet Explorer
VERITAS
vLicense Home
Generate License Key
Email License Key
License Catalog
Advanced Search
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
License Details
Below are the details and history for the license you selected.
Customer Number: 1180
Customer Name: ALLSTATE CORP
Order Number: 1272081
Product (SKU): VERITAS File System for Solaris, Standard License (A01354F)
Serial Number: FSS4034000591370
Price Tier: 4
Host ID: b5786890
Machine Type: SUNW,Ultra-Enterprise-10000
Date Generated: 2002-01-31
License Keys: 3033 7684 4182 2130 3185 4788 3572 07
License Options
Email this license key
Request a Host ID change on this license
Open a customer service case about this license
See customer service cases related to this license
Add comments about this license
License History
Date: 2002-01-31 11:54:51.0
Activity: Generate License Key
User: Jonathan Halprin
Additional Info: Emailed to the following people
jonathan.halprin@veritas.com
User Comments: Node 4 of E10K in Caspian Data Center
(testing)
Date: 2002-01-31 12:04:32.0
Activity: Request Host ID Change
User: Jonathan Halprin
Additional Info: Host Id is: b5786890
User Comments: E10K assets being moved to new server
License Sharing
The following vLicense users have the ability to view this license and its history.
Login First Name Last Name Company Name
1) jaybe Jonathan Halprin VERITAS
2) JillK Jill Rogers VERITAS
FAQ
Need More Help?
Use the Customer Service Center.
Customer Service
Done
Internet

6.5 License Catalog Advanced Search

With the advances search, you can narrow your search criteria to specific date ranges, system types, machine types, customer numbers and serial number. The Advanced Search also provides a “fuzzy” or “exact match” option. (figure13)

6.6 Figure 13 – License Catalog Advanced Search


License Catalog Search Page - Microsoft Internet Explorer
VERITAS
vLicense Home
Generate License Key
Email License Key
License Catalog
Advanced Search
Request HostID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Advanced License Catalog Search
Provide information below to search for an individual license or group of licenses. When the "Exact Match" boxes are checked, search results will completely match the criteria. When the "Exact Match" boxes are unchecked, similar or misspelled entries will be matched, though a delay in system response may occur. Specify as many criteria as desired to narrow your search.
FAQ
See the most commonly asked questions about VERITAS Software license keys and vLicense.
Read More >
Important Notice
By using vLicense, you agree to the terms and conditions of the vLicense User Agreement.
Search By License Details
Select from the following VERITAS Software products
--- Any Product Family ---
SKU
Exact Match
Host ID
Exact Match
Brand of system where software is installed
---- All Available Brands----
Machine Type where software is installed
-- All Available Types --
Serial Number
Exact Match
Customer Number
----All Customer Numbers for this Account---
Search
Clear
Search By Activity and Date Range
License Activity
--- Any Activity (All Keys) ---
From This Date
Month Jan Day 1 Year 2002
To This Date
Month Feb Day 13 Year 2002
Search
Clear
vLicense Home | VERITAS.com | Privacy Policy | Legal © Copyright 2002 VERITAS Software. All rights reserved.
Done
Internet

7 Requesting A Host ID Change

You may transfer the license key from one host to another. (figure 14)

a. Node-locked license keys only function with the specific hardware for which they are created. To request a Host ID change, you must provide the following information:
   - Original Serial Number
   - Original (old) Host ID
   - New Host ID
   - Brand of System where software will be installed
   - Machine Type where software will be installed
   - Selection from the drop-down menu providing reason for Host ID Change
   - Any optional comments the user wishes to save with this license key history

b. Host ID Change Requests can be create from the main vLicense menu, from the License Catalog, or from the License Detail page.

c. Host ID Change requests are automatically recorded with all license key history in the Customer Service area of vLicense.

7.1 Figure 14 – Request A Host ID Change

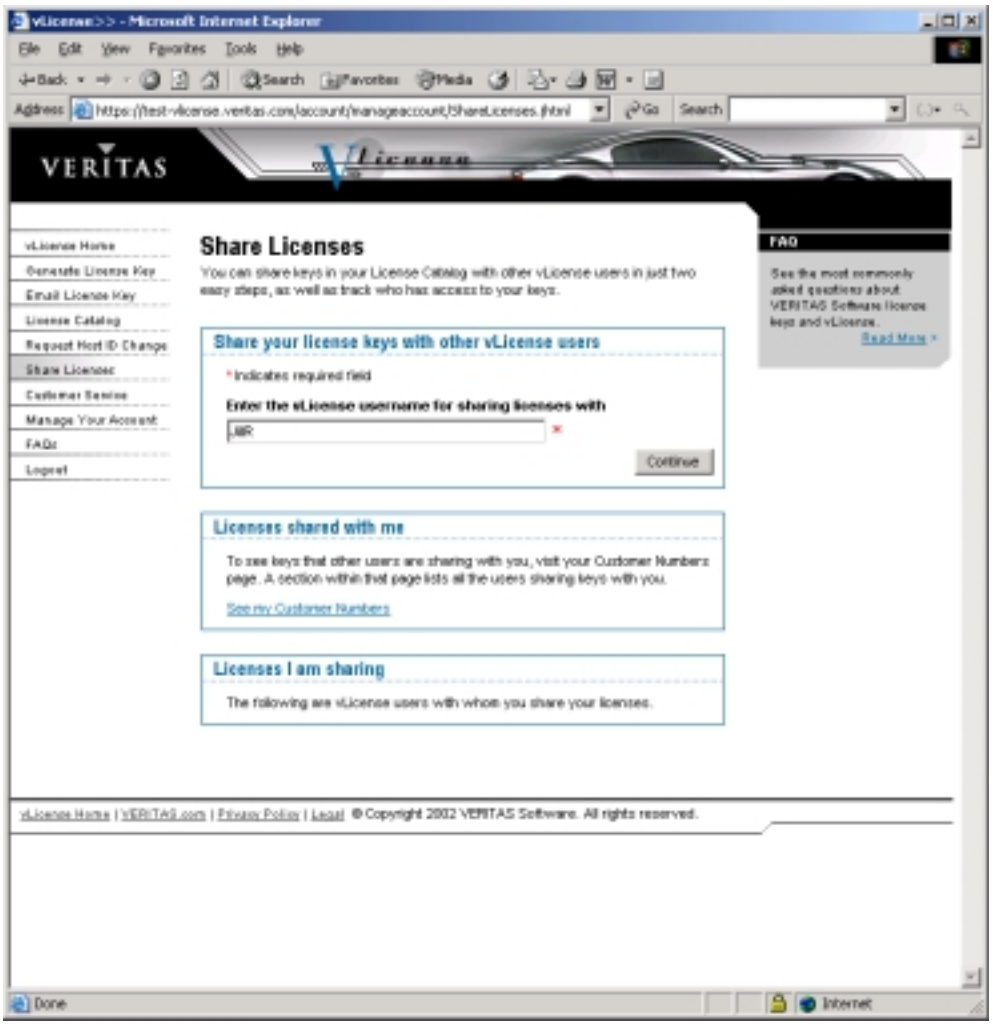
8 License Sharing

Use License Sharing (figure 15) to give other vLicense users access to your license key information. You determine with whom you want to share license key information.

8.1 Share Licenses Default View

a. This screen displays licenses that are shared with you and licenses you are currently sharing.
b. To share a license, enter the vLicense user name for the person with whom you want to shre the information, then click **Continue**.

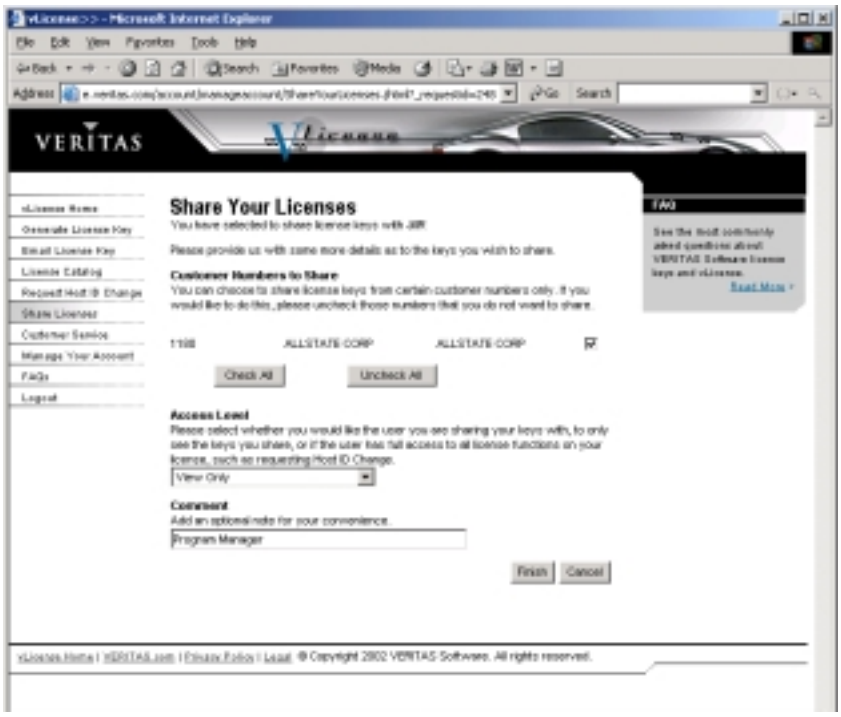
8.2 Figure 15 – Share Licenses


VERITAS
Share Licenses
You can share keys in your License Catalog with other vLicense users in just two easy steps, as well as track who has access to your keys.
Share your license keys with other vLicense users
* Indicates required field
Enter the vLicense username for sharing licenses with
Continue
Licenses shared with me
To see keys that other users are sharing with you, visit your Customer Numbers page. A section within that page lists all the users sharing keys with you.
See my Customer Numbers
Licenses I am sharing
The following are vLicense users with whom you share your licenses.
FAQ
vLicense Home
Generate License Key
Email License Key
License Catalog
Request Host ID Change
Share Licenses
Customer Service
Manage Your Account
FAQs
Logout
Done
Internet

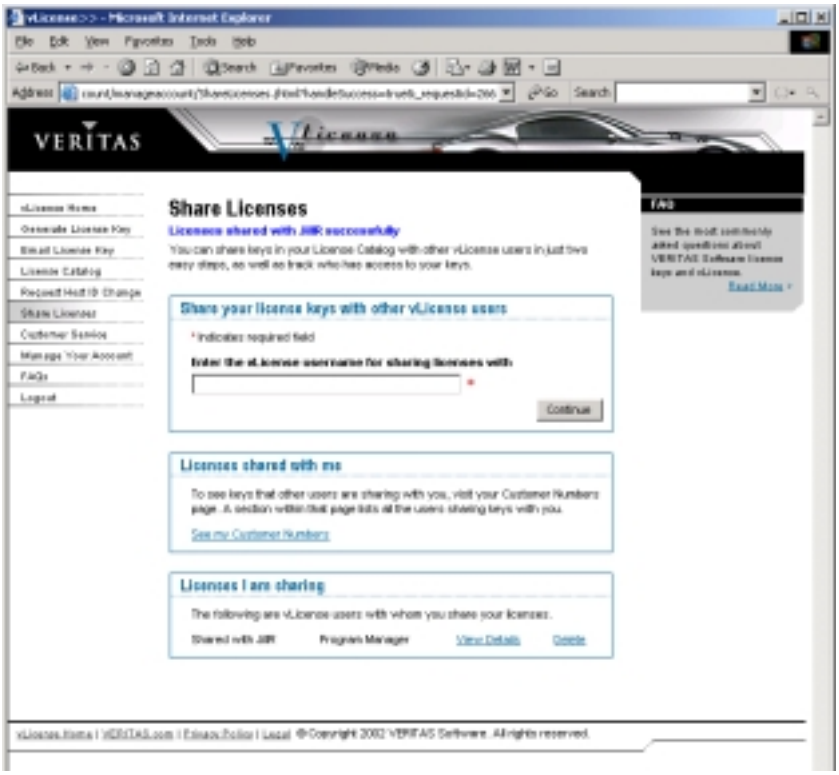
8.3 Select Sharing Rights

a. Choose either **Read Only Sharing** or **Read and Create/Manage License Key** rights (figure 16).
b. Users to whom you grant **Read Only Sharing** rights will not be able to modify license key information
c. Users granted **Read and Create/Manage License Key** rights will be able to make any modifications to the license key that the vLicense system allows.
d. Click **Finish** and to view a confirmation of the sharing rights you have granted. (figure 17)

8.4 Figure 16 – License Sharing Rights Designation



8.5 Figure 17 – License Sharing Confirmation


VERITAS
Share Licenses
Licenses shared with JBR successfully
You can share keys in your License Catalog with other vLicense users in just two easy steps, as well as track who has access to your keys.
Share your license keys with other vLicense users
* Indicates required field
Continue
Licenses shared with me
Licenses I am sharing
The following are vLicense users with whom you share your licenses.
FAQ

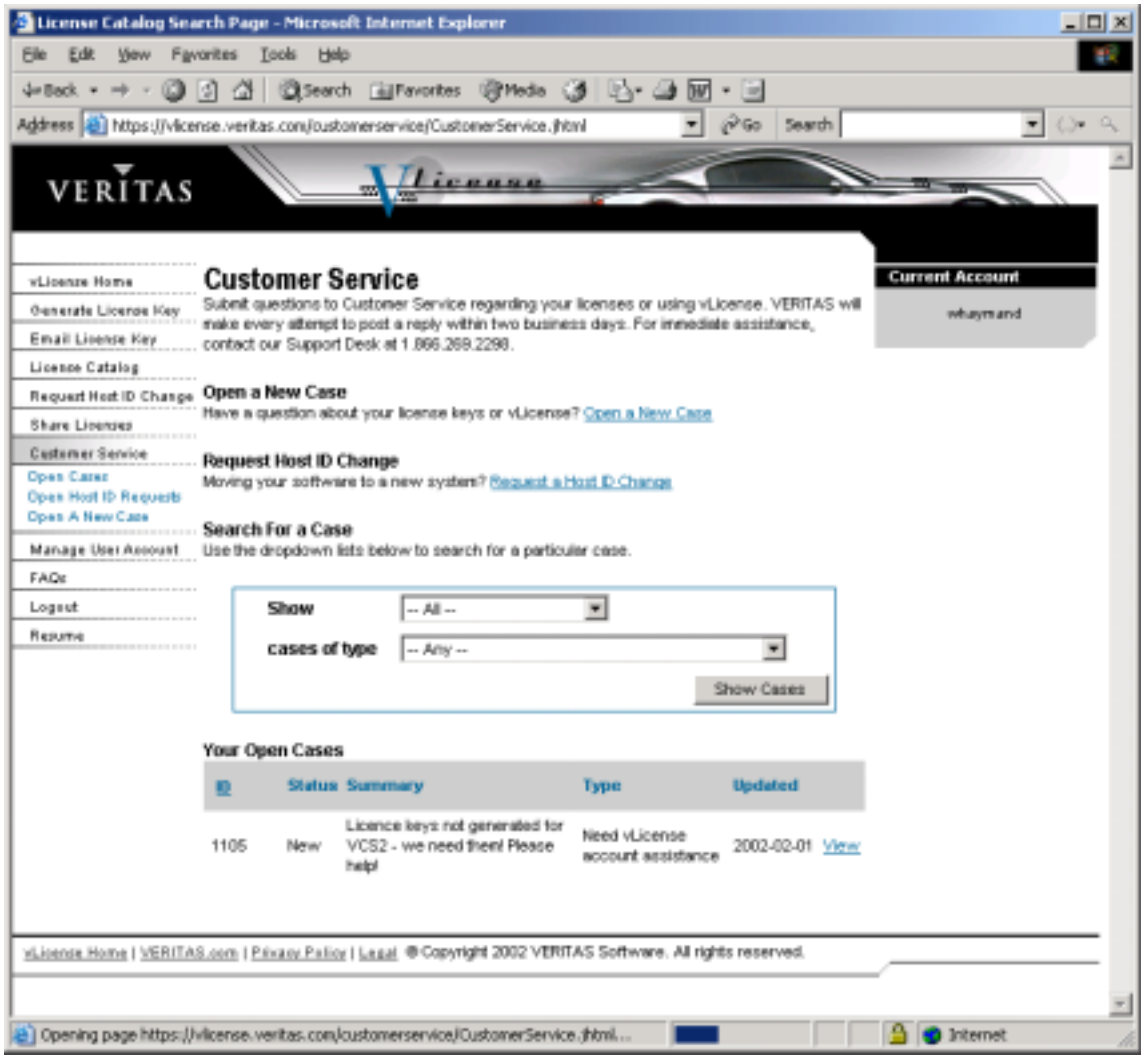
9 Customer Service

Use the Customer Service function (figure 18) to submit questions about using vLicense or specific license keys to the vLicense support staff and order management team.

9.1 Using Customer Service Main Menu

a. To create a new help request, select **Open A New Case** (figure 19)
b. To change the HOST ID for a license key, select **Request A Host ID Change** (see Section 7)
c. To find a case you have already created, select **Search For An Existing Case** (figure 20)

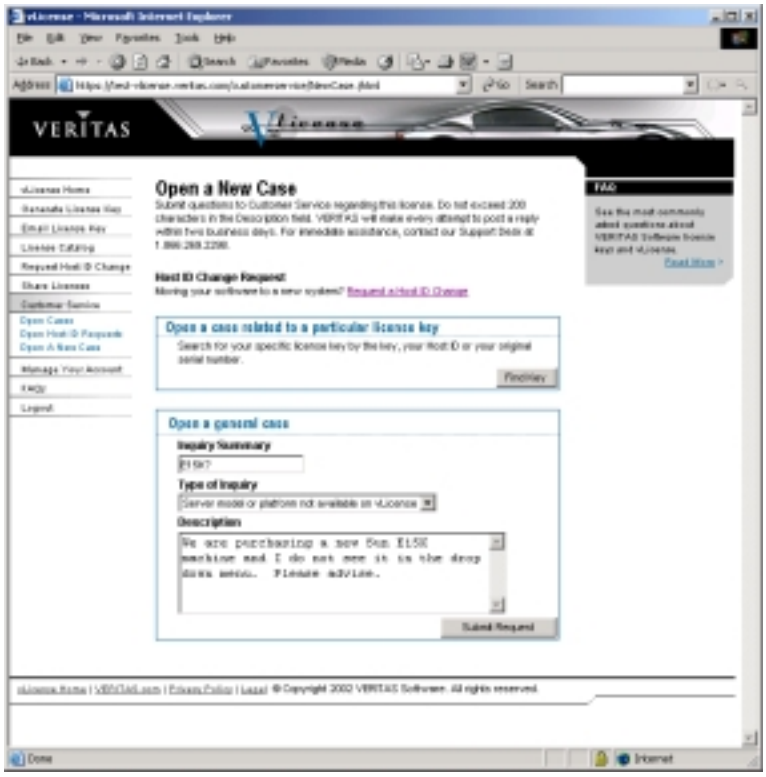
9.2 Figure 18 – Customer Main Menu


License Catalog Search Page - Microsoft Internet Explorer
VERITAS
vLicense Home
Generate License Key
Email License Key
License Catalog
Request Host ID Change
Share Licenses
Customer Service
Open Cases
Open Host ID Requests
Open A New Case
Manage User Account
FAQs
Logout
Returns
Customer Service
Submit questions to Customer Service regarding your licenses or using vLicense. VERITAS will make every attempt to post a reply within two business days. For immediate assistance, contact our Support Desk at 1.866.269.2298.
Current Account
Open a New Case
Have a question about your license keys or vLicense? Open a New Case
Request Host ID Change
Moving your software to a new system? Request a Host ID Change
Search For a Case
Use the dropdown lists below to search for a particular case.
Show
-- All --
cases of type
-- Any --
Show Cases
Your Open Cases
ID
Status
Summary
Type
Updated
1105
New
Licence keys not generated for VCS2 - we need them! Please help!
Need vLicense account assistance
2002-02-01
View
vLicense Home | VERITAS.com | Privacy Policy | Legal © Copyright 2002 VERITAS Software. All rights reserved.
Internet

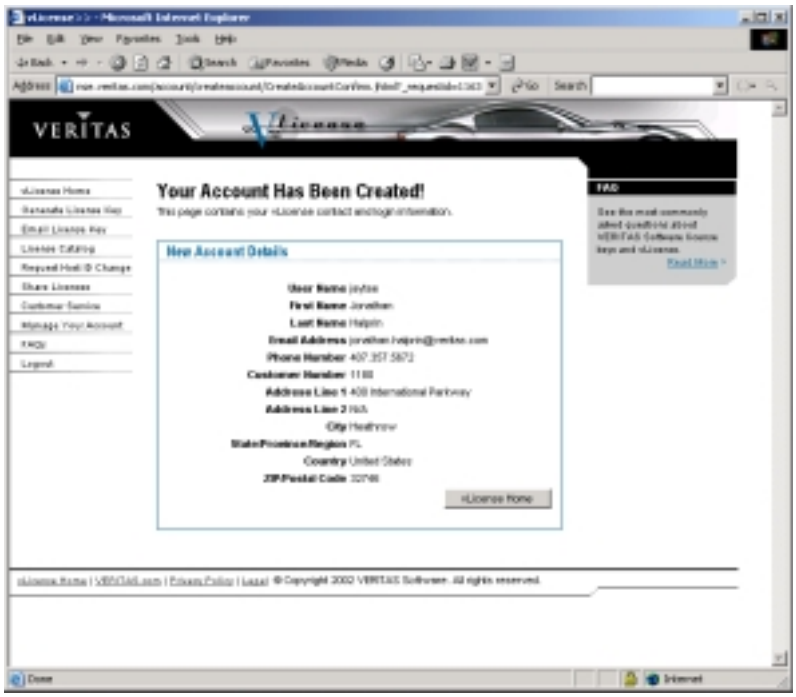
9.3 Opening a New Customer Service Request

a. Select **Find Key** to open a new request regarding a specific license key. (figure 19)
b. To open a general help request
   - Enter a short summary of the request under **Inquiry Summary**
   - Select the type of inquiry from the drop-down list
   - Enter your question or comments under **Description**
   - Click **Send Request**

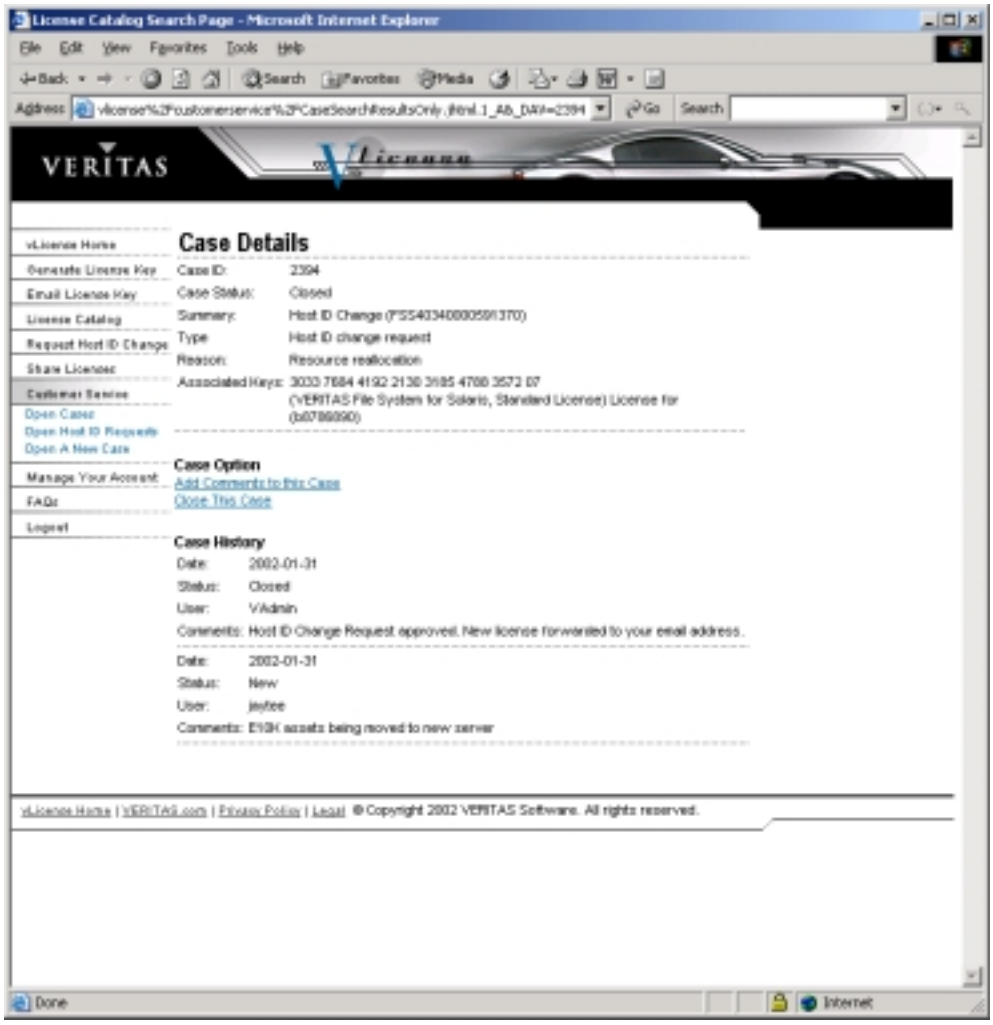
9.4 Figure 19 – Open A New Case


VERITAS
Open a New Case
Open a case related to a particular license key
Open a general case
Inquiry Summary
Type of Inquiry
Description
We are purchasing a new Sun E15K
machine and I do not see it in the drop
down menu. Please advise.

9.5 Figure 20 – Case Search Results



9.6 Figure 21 – Case Details


License Catalog Search Page - Microsoft Internet Explorer
VERITAS
Case Details
Case ID: 2394
Case Status: Closed
Summary: Host ID Change (FS5403400005911370)
Type: Host ID change request
Reason: Resource reallocation
Associated Keys: 3033 7684 4192 2130 3185 4788 3572 07
(VERITAS File System for Solaris, Standard License) License for (b0788090)
Case Option
Add Comments to this Case
Close This Case
Case History
Date: 2002-01-31
Status: Closed
User: VAdmin
Comments: Host ID Change Request approved. New license forwarded to your email address.
Date: 2002-01-31
Status: New
User: jeffee
Comments: EVSK assets being moved to new server
vLicense Home | VERITAS.com | Privacy Policy | Legal © Copyright 2002 VERITAS Software. All rights reserved.
Done
Internet

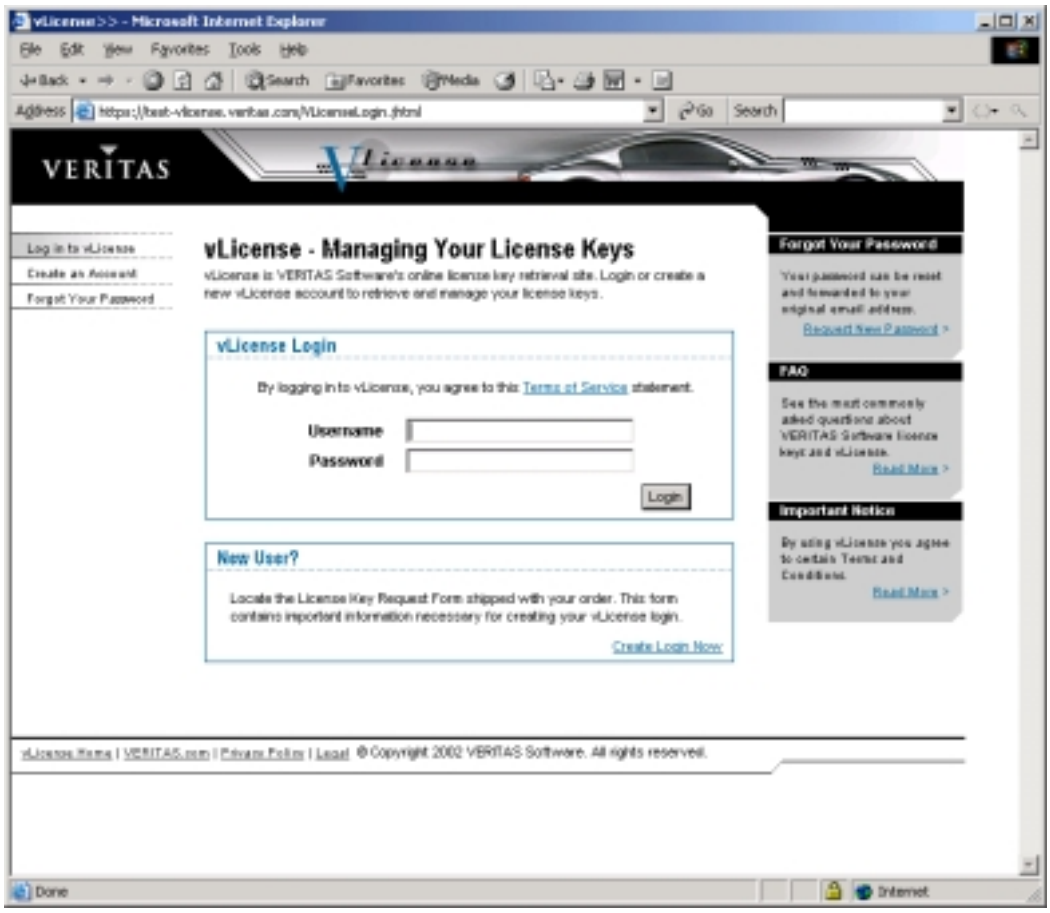
10 Lost Passwords

10.1 Generating a new password

vLicense passwords are encrypted and are not available to VERITAS employees. If you forget or lose a password, vLicense will generate a new password.

a. Select **Forgot Your Password** from the left side navigation or the right side module of the vLicense Home page. (figure 23)
b. For security purposes, the new password will be emailed only to the email address in your vLicense account.

10.2 Figure 22 – Lost Password


vLicense >> - Microsoft Internet Explorer
VERITAS
vLicense - Managing Your License Keys
vLicense is VERITAS Software's online license key retrieval site. Login or create a new vLicense account to retrieve and manage your license keys.
vLicense Login
By logging in to vLicense, you agree to this Terms of Service statement.
Username
Password
Login
New User?
Locate the License Key Request Form shipped with your order. This form contains important information necessary for creating your vLicense login.
Create Login Now
Forgot Your Password
FAQ
Important Notice
Done

11 Appendices

11.1 Glossary

Phrase Or Acronym	Definition
LKRF	License Key Request Form
Node-Locked	Refers to VERITAS products for which a specific, unique license key is issued tying the license key to the actual hardware on which it is installed (See section 5.2)

11.2 VERITAS Node-Locked Products

The following VERITAS products can be licensed via vLicense:

- Database Edition for Oracle – HP
- Database Edition for Oracle – Sun
- Database Edition for Sybase – Sun
- Database Replication Option
- Storage Edition For Oracle
- File System – Sun
- File System – HP
- Foundation Suite – Solaris
- SANPoint Foundation Suite HA – Sun
- SANPoint Foundation Suite HA – HP
- ServPoint Appliance for SAN – Linux
- ServPoint Appliance for SAN – Solaris
- File Server Edition – ServPoint Appliance NAS – Solaris
- File Server Edition – ServPoint Appliance NAS – Linux
- SRFS – File Replicator
- Volume Replicator – Solaris
- Volume Replicator – HPUX
- Volume Manager – HP
- Volume Manager – Solaris
- CVM

11.3 Document History

Version	Author	Description of Version/Changes	Date
1.0	Jonathan Halprin	Initial draft	7 February 2002
1.1	Jonathan Halprin and Jill Rogers	Re-write for external audience purposes	13 February 2002
1.2	Craig Wilson	Second rewrite	23 May 2002